

# Job Description

## Red Robin Position Description

Individual Record Title: Host	Reports To: Assistant Manager
Position/Job ID:	Location ID: Varies by Restaurant
Position/Code: XXX73	Department ID: Varies by Restaurant
Position/Name (Benchmark): Host	FLSA: Non-Exempt
Fusion Grade:	Annual Bonus Target: N/A

### I. Position Summary:

The Host is responsible for providing a great first impression by displaying a friendly demeanor and escorting Guests to tables - the host will take reservations with a wait list when necessary.

### II. Essential Functions:

Responsible for greeting Guests in a friendly manner and escorting Guests to tables.  
Identifies the needs of the Guest and makes a customized connection.  
Exhibits an outgoing personality that promotes a warm and inviting atmosphere.  
Must be able to communicate and interact with Guests, handle crowds and put Guests at ease.  
Monitors sorting and workflow of the restaurant and seats Guests accordingly.  
Manages large parties; explaining seating options, wait time and escalating Guest concerns.  
Opens and closes sections with the increase or decrease in the volume of Guests.  
Rearranges chairs and tables if necessary and retrieves high chairs when needed.  
Answers phone calls, handles call ahead seating requests.  
Inflates and ties off balloons and performs restroom checks.  
Helps maintain the dining area; assists servers with clearing and resetting tables and takes dishes to the kitchen area.  
Must practice safe food and beverage handling and cleanliness at all times.  
Able to adhere to schedule and be on time for shifts.  
Operates and participates effectively in a team environment.

#### Physical Effort

Lifting- up to 10lbs constantly, and up to 25lbs occasionally  
Lifting from floor to shoulder occasionally and overhead infrequently.  
Exposed to cleaning chemicals.  
Color and depth perception required for vision. Needs both near and far vision.  
Twists frequently and reaches constantly.  
Grasps objects to move or manipulate them constantly.  
Stands and walks constantly.  
Listen to and comprehends instructions from Guests and coworkers over background restaurant and equipment noise constantly.  
Frequent hand washing required.

### III. Other Functions:

May assist in delivering food and drinks to Guests  
Other duties as assigned by supervisor.  
Must adhere to company uniform and appearance policy.

### IV. If management or supervisory position, which positions report directly to this one?

None

### V. Qualifications:

High School degree or equivalent preferred  
No experience required

# Job Description

---

**VI. Knowledge, Skills and Abilities:**

Has strong knowledge of commonly-used concepts, practices, and procedures in a restaurant. Relies on experience and judgment to make effective decisions.

Strong interpersonal skills

Team player

---

**VII. Working Conditions:****Equipment**

I-pad, desk supplies, telephone, bus tub, trays, tables, chairs, high chairs, coffee maker, garbage cans, ice buckets, food product.

**Work Environment**

Typical restaurant environment, heat and a/c, cold in freezer and walk in refrigerator

---

**Reviewed/Approved by:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Disclaimer:** *The above statements are intended to describe the general nature and level of work being performed by the individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of individuals in this position. This position description is subject to change by the Company as the needs and requirements of the position change.*